



# When Customer Service Isn't Good Enough

Sponsored by: Miami Valley Risk Management Association



**Monday, May 14, 2018**      **Session 1 - 9:30 a.m. to 11:30 a.m.**  
**City of Vandalia – Justice Center**  
**245 James E. Bohanan Drive, Vandalia**

**Session 2 - 1:00 p.m. to 3:00 p.m.**

**Thursday, May 17, 2018**      **Session 1 - 9:30 a.m. to 11:30 a.m.**  
**Village of Indian Hill – Livingston Lodge**  
**9350 Given Road, Cincinnati**

**Session 2 – 1:00 p.m. to 3:00 p.m.**

**Tuesday, May 22, 2018**      **Session 1 - 9:30 a.m. to 11:30 a.m.**  
**West Carrollton – Fire Station #56**  
**125 W. Central Avenue, West Carrollton**

**Session 2 – 1:00 p.m. to 3:00 p.m.**

**Seminar Description:** This session will give you the tools to identify customers, de-escalate hostile customers and debrief after the interaction.

**Presenter:** Paul Hartinger, Chief of Police (Retired)

Paul's experience in public service spans over three decades, with twenty-nine years in Blue Ash, Ohio. He was a patrol officer, investigator, traffic safety supervisor, sergeant, training coordinator, Lieutenant, and Chief of Police. Paul has been training public safety professionals since 2005 from basic academy to advanced level courses including Officer Safety Tactics, Police Supervision and Leadership, Crisis Intervention, Below100, and many topics. Paul holds a Bachelor's Degree in Criminal Justice from the University of Cincinnati, is a graduate of both the Police Executive Leadership College (Ohio) and the FBI National Academy.

**Who should attend:** Anyone who encounters customers in their line of business.

**Cost:** \$30 MVRMA/MVCC/CLG member      \$40 For non-members  
(Includes materials, refreshments and certificates of attendance – lunch not included)

**Registration Information:** Seating is limited to 30 people. Early registration is encouraged. **Register online at [www.mvrma.com](http://www.mvrma.com)**, click link below. No shows will be billed at the full rate. Substitutions are always welcome. Invoices will be e-mailed **AFTER** the program.

**[Register for TRAINING](#)**